


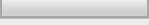
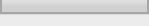
Phantom Shopper Program - Spring 2008


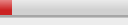
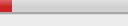
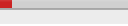
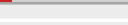
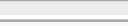
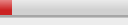
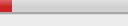
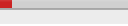
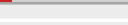
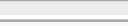
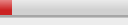
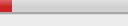
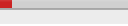
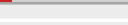
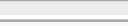
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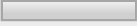
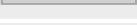



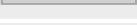



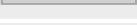



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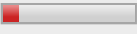
Date Range: 1/28/2008 12:00:00 AM - 6/30/2008 11:59:00 PM

Total Respondents: 68

Q680. Did you access the Renaissance Scholars website?			
Count	Percent		
5	100.00%		Yes
0	0.00%		No
0	0.00%		Not applicable
5 Respondents			

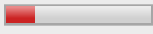

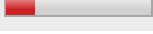
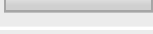

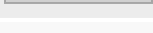
Q681. Approximately what date did you access the Renaissance Scholars website?																											
Count	Percent																										
5	100.00%																										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/14/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/19/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/24/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>04/25/2008</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>4/5/2008</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		04/14/2008	1	20.00%		04/19/2008	1	20.00%		04/24/2008	1	20.00%		04/25/2008	1	20.00%		4/5/2008
Count	Percent																										
1	20.00%		04/14/2008																								
1	20.00%		04/19/2008																								
1	20.00%		04/24/2008																								
1	20.00%		04/25/2008																								
1	20.00%		4/5/2008																								
5 Respondents																											

Q682. Approximately what time did you access the Renaissance Scholars website?																																											
Count	Percent																																										
0	0.00%		Before 8:00am																																								
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>8:00-9:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>9:01-10:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>10:01-11:00am</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>11:01-12:00pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>12:01-1:00pm</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>1:01-2:00pm</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>2:01-3:00pm</td> </tr> <tr> <td>2</td> <td>40.00%</td> <td></td> <td>3:01-4:00 pm</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td></td> <td>4:01-5:00pm</td> </tr> </tbody> </table>				Count	Percent			0	0.00%		8:00-9:00am	0	0.00%		9:01-10:00am	0	0.00%		10:01-11:00am	0	0.00%		11:01-12:00pm	0	0.00%		12:01-1:00pm	1	20.00%		1:01-2:00pm	1	20.00%		2:01-3:00pm	2	40.00%		3:01-4:00 pm	0	0.00%		4:01-5:00pm
Count	Percent																																										
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1	20.00%		1:01-2:00pm																																								
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2	40.00%		3:01-4:00 pm																																								
0	0.00%		4:01-5:00pm																																								


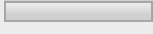

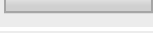
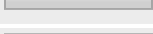
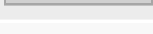
1 20.00%  After 5:00pm

5 Respondents



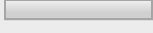

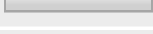
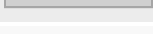
Q683. Please rate your level of satisfaction with each of the following aspects of the Renaissance Scholars website: - Ease of understanding information provided

Count	Percent		
1	20.00%		Very satisfied
3	60.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


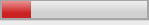
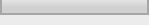
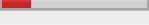
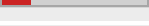
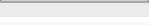
Q684. Please rate your level of satisfaction with each of the following aspects of the Renaissance Scholars website: - Variety of information provided

Count	Percent		
3	60.00%		Very satisfied
0	0.00%		Somewhat satisfied
2	40.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


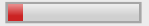
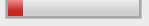
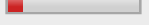
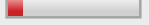
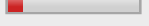
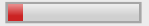
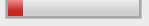
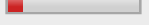
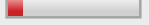
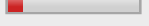
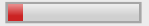
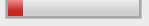
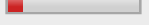
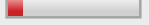
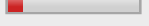
Q685. Please rate your level of satisfaction with each of the following aspects of the Renaissance Scholars website: - Overall web page design

Count	Percent		
1	20.00%		Very satisfied
2	40.00%		Somewhat satisfied
0	0.00%		Neutral
2	40.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
0	0.00%		Not applicable
5	Respondents		


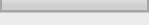
Q686. Please rate your level of satisfaction with each of the following aspects of the Renaissance Scholars website: - Overall informativeness of web page

Count	Percent		
2	40.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
1	20.00%		Somewhat dissatisfied
1	20.00%		Very dissatisfied
0	0.00%		Not applicable
5 Respondents			

Q687. What other information would have been useful?

Count	Percent																										
5	100.00%																										
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Again, it would have been a little more useful if they actually listed where their offices were at. I did manage to find the office after a phone call but the offices are pretty hard to find.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>I was looking for the location of the building and it was not on the website.</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>It never once said a location to go and find someone to learn more about the program nor a phone number of person to contact! It was very frustating!!!</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>Nothing under the Site Map heading or on the event calender</td> </tr> <tr> <td>1</td> <td>20.00%</td> <td></td> <td>The webpage looked very boring, there was too much information to read at once, font was too small and the overload of information seemed like to much for a person to want to read.</td> </tr> </tbody> </table>				Count	Percent			1	20.00%		Again, it would have been a little more useful if they actually listed where their offices were at. I did manage to find the office after a phone call but the offices are pretty hard to find.	1	20.00%		I was looking for the location of the building and it was not on the website.	1	20.00%		It never once said a location to go and find someone to learn more about the program nor a phone number of person to contact! It was very frustating!!!	1	20.00%		Nothing under the Site Map heading or on the event calender	1	20.00%		The webpage looked very boring, there was too much information to read at once, font was too small and the overload of information seemed like to much for a person to want to read.
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1	20.00%		The webpage looked very boring, there was too much information to read at once, font was too small and the overload of information seemed like to much for a person to want to read.																								
5 Respondents																											

Q688. Did you contact the Renaissance Scholars department by telephone?

Count	Percent		
5	100.00%		Yes
0	0.00%		No
5 Respondents			

Q689. Approximately what date did you contact the Renaissance Scholars department by phone?


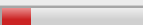




Count	Percent														
5	100.00%														
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Count	Percent														
1	20.00%		04/14/2008												
1	20.00%		04/21/2008												

1	20.00%		04/24/2008
1	20.00%		04/25/2008
1	20.00%		4/6/2008
5 Respondents			


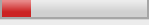
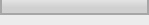
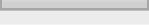
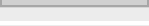
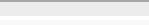
Q690. Approximately what time did you contact the Renaissance Scholars department by phone?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
0	0.00%		9:01-10:00am
0	0.00%		10:01-11:00am
1	20.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
1	20.00%		1:01-2:00pm
1	20.00%		2:01-3:00pm
2	40.00%		3:01-4:00 pm
0	0.00%		4:01-5:00pm
0	0.00%		After 5:00pm
5 Respondents			

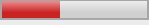
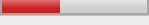
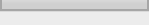
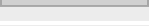
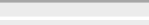
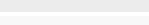
Q691. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Renaissance Scholars department: - Ease of obtaining the information you required

Count	Percent		
3	60.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	20.00%		Not applicable
5 Respondents			

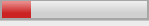
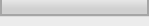
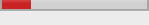
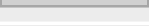

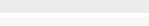
Q692. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Renaissance Scholars department: - Clarity of the information provided

Count	Percent		
3	60.00%		Very satisfied
1	20.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	20.00%		Not applicable
5 Respondents			

Q693. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Renaissance Scholars department: - Professionalism of the individual who responded to your call

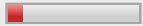



Count	Percent		
2	40.00%		Very satisfied
2	40.00%		Somewhat satisfied
0	0.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
1	20.00%		Not applicable
5 Respondents			

Q694. Please rate your level of satisfaction with the following aspects regarding your phone conversation with the Renaissance Scholars department: - Length of time on hold

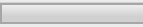
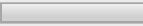
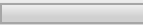



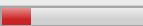




Count	Percent		
1	20.00%		Very satisfied
0	0.00%		Somewhat satisfied
1	20.00%		Neutral
0	0.00%		Somewhat dissatisfied
0	0.00%		Very dissatisfied
3	60.00%		Not applicable
5 Respondents			

Q695. Approximately what date did you visit the Renaissance Scholars department?

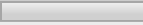
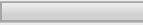
Count	Percent	
5	100.00%	
Count	Percent	

1	20.00%		04/17/2008
2	40.00%		04/18/2008
1	20.00%		04/25/2008
1	20.00%		5/22/2008
5 Respondents			

Q696. Approximately what time did you visit the Renaissance Scholars department?

Count	Percent		
0	0.00%		Before 8:00am
0	0.00%		8:00-9:00am
0	0.00%		9:01-10:00am
2	40.00%		10:01-11:00am
0	0.00%		11:01-12:00pm
0	0.00%		12:01-1:00pm
1	20.00%		1:01-2:00pm
0	0.00%		2:01-3:00pm
0	0.00%		3:01-4:00 pm
2	40.00%		4:01-5:00pm
0	0.00%		After 5:00pm
5 Respondents			

Q697. Please indicate if this was your first or second visit to the Renaissance Scholars department:

Count	Percent		
0	0.00%		First visit
0	0.00%		Second visit
0 Respondents			

Q698. Please rate the Renaissance Scholars department in the following areas: - The physical environment of the department

Count	Percent		
1	20.00%		Excellent
3	60.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
1	20.00%		Not applicable
5 Respondents			

Q699. Please rate the Renaissance Scholars department in the following areas: - The quality of the interpersonal contact

Count	Percent		
3	60.00%		Excellent
0	0.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
2	40.00%		Not applicable
5 Respondents			

Q700. Please rate the Renaissance Scholars department in the following areas: - The pertinent knowledge of the staff

Count	Percent		
2	40.00%		Excellent
1	20.00%		Good
0	0.00%		Average
0	0.00%		Below average
0	0.00%		Poor
2	40.00%		Not applicable
5 Respondents			

Q701. Please rate the Renaissance Scholars department in the following areas: - The timeliness in addressing my questions and concerns

Count	Percent		
2	40.00%		Excellent
1	20.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
1	20.00%		Not applicable
5 Respondents			

Q702. Please rate the Renaissance Scholars department in the following areas: - The usefulness of the referrals and resources

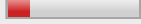
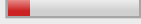
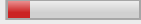
Count	Percent		
3	60.00%		Excellent
0	0.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
1	20.00%		Not applicable
5 Respondents			

Q703. Please rate the Renaissance Scholars department in the following areas: - Overall experience with the Renaissance Scholars department

Count	Percent		
2	40.00%		Excellent
1	20.00%		Good
1	20.00%		Average
0	0.00%		Below average
0	0.00%		Poor
1	20.00%		Not applicable
5 Respondents			

Q704. Please share any comments regarding the Renaissance Scholars department:

Count	Percent							
4	100.00%							
<table border="1"> <thead> <tr> <th>Count</th> <th>Percent</th> <th></th> </tr> </thead> <tbody> <tr> <td>1</td> <td>25.00%</td> <td> Both times that I went to the department nobody was there.</td> </tr> </tbody> </table>			Count	Percent		1	25.00%	Both times that I went to the department nobody was there.
Count	Percent							
1	25.00%	Both times that I went to the department nobody was there.						

1	25.00%		I also visited the program again at 4/21/2008 between 10-11 am. I didn't like how there was no "central office." I just went and hoped someone would be there in their office with thier door open. It was somewhat frustrating.
1	25.00%		It seemed like a good department once I found it but there is no main office to really contact. It would be easier if there was one big office instead of several small ones spread through-out the hall. There could at least be a main office marker to let me know which one it is. I just walked into a random office honestly. Due to this, I was caught off gaurd a bit and I didn't get a chance to notice if the We-Care survey was there.
1	25.00%		space seemed really small, not very comfortable
4 Respondents			

Q705. Was the We-Care survey visible and accessible?			
Count	Percent		
1	20.00%		Yes
4	80.00%		No
5 Respondents			